In the claims

1.   (Currently Amended) A system for permitting a user to access data on a legacy system and an intranet, comprising:

a systems interface coupled to the legacy system,

wherein the systems interface comprises at least one network address that can be accessed by a computer over a communication network,

and further comprises a protocol server for managing protocol regarding the computer interfacing with a transaction server in direction communication with the legacy system, and

wherein ~~while the computer is initially and persistently logged onto the system interface,~~ the systems interface is adapted to direct communications from the computer from the at least one network address to a separate network address corresponding to the intranet that is distinct from the legacy system by the protocol server bypassing the transaction server by directing communications from the computer directly to the intranet and wherein at least one of the data at the intranet and the data at the legacy system is non web based both at the respective intranet or legacy system and when being communicated to the user.

2.   (Original) The system of claim 1, wherein the systems interface sends a command for the computer to launch a browser in order to route communications from the computer to the intranet.

3.   (Original) The system of claim 2, wherein the command comprises an application program interface command.

4.   (Cancelled)

5.   (Previously Presented) The system of claim 1, wherein the at least one network address comprises a first IP address corresponding to the protocol server and a second IP address corresponding to the transaction server, and wherein the separate network address comprises a third IP address.

6.   (Previously Presented) The system of claim 1, wherein the transaction server sends a command to the protocol server to direct the computer to the separate network address in order to direct communications from the computer to the intranet.

7.   (Previously Presented) The system of claim 1, wherein the systems interface sends at least one command for the computer to launch a browser and for the protocol server to direct the computer to the separate network address in order to direct communications from the computer to the intranet.

8.   (Currently Amended) The system of claim 1, wherein the computer is running application-specific client software to enable the computer to access the data information from the legacy system, comprising a browser to be launched at the computer to direct communications from the computer to the intranet, and wherein the browser is displayed at the computer as an active window with the application-specific client software being minimized or hidden behind the active window.

9.   (Previously Presented) The system of claim 8, wherein the computer is logged into the systems interface using the application-specific client software, and wherein the computer remains logged into the systems interface and the application-specific client software remains an active application after the communications are directed to the intranet.

10.   (Currently Amended) The system of claim 1, wherein the computer is running application-specific client software to access the data information from the legacy system, wherein the application-specific client software is presenting a GUI page to the user, and wherein the GUI page includes an icon or software button that can be selected or engaged by the user to initiate the directing.

11.   (Currently Amended) A system for permitting a user to access data, comprising:

a computer operable by the user to access information form a legacy system; and means for providing an interface between the computer and the legacy system, the means having at least a first network address, at least one protocol server for managing protocol with the computer, and a transaction server in direction communications with the legacy system,

wherein the means for providing an interface is adapted to direct communications from the computer from the first network address to a second network address providing access to an intranet, ~~while the computer is initially and persistently logged on to the interface,~~ that is distinct from the legacy system in response to a user input by the protocol server bypassing the transaction server by directing communications from the computer directly to the intranet <u>and wherein at least some of the data on the legacy system and some of the data on the intranet is non web-based both at the respective intranet or legacy system and when being communicated to the user.</u>

12. (Original) The system of claim 11, wherein the user input comprises engagement of a software key by the user.

13. (Previously Presented) The system of claim 11, wherein the at least one transaction server receives requests and generates legacy system transactions.

14. (Previously Presented) The system of claim 13, wherein the means for providing an interface issues at least one command that causes the computer to launch a browser and that causes the at least one protocol server to direct the computer from the first network address to the second network address.

15. (Currently Amended) A method for accessing data, comprising:

logging a computer onto a systems interface that permits remote access of legacy systems and that comprises a protocol server for managing protocol with the computer and a transaction server in direct communication with the legacy system and the protocol server;

accessing the systems interface at a first network address initially and persistently;

4

providing a user input at the computer for accessing an intranet that is distinct from the legacy systems;

launching a browser in response to a command from the systems interface; and

~~while remaining initially and persistently logged on,~~ accessing the intranet separately from the legacy systems at a separate network address by the protocol server bypassing the transaction server by directing communications from the computer directly to the intranet upon detecting the launch of the browser at the computer <u>and wherein at least some of the data on the legacy system and some of the data on the intranet is non web-based both at the respective intranet or legacy system and when being communicated to the user.</u>

16. (Previously Presented) The method of claim 15, wherein the transaction server is adapted to receive requests and generate legacy transactions, and wherein the transaction server has a second network address.

17. (Previously Presented) The method of claim 16, wherein the computer is logged into the protocol server.

18. (Original) The method of claim 16, wherein the step of providing a user input comprises one of selecting an icon and engaging a software button.

19. (Previously Presented) The method of claim 16, wherein the command comprises an application program interface command issued by the protocol server or the transaction server.

20. (Original) The method of claim 15, further comprising the step of displaying a technician home page corresponding to the separate network address.

5

21.   (Original) The method of claim 20, further comprising the step of retrieving local information from the intranet, the local information comprising one or more of: cross-box locations, pricing information, service information cable records, and plat records.

22.   (Original) The method of claim 21, further comprising the step of returning to the systems interface.

23.   (Currently Amended) A computer-readable medium having instructions for performing acts ~~method for permitting a user to access data,~~ comprising:

authenticating a computer attempting to log onto a systems interface to legacy systems;

providing ~~initial and persistent~~ access to the systems interface, the systems interface corresponding to at least one network address and including a protocol server that manages protocol with the computer and a transaction server in direct communication with the legacy systems;

receiving and processing at the systems interface a request for access to an intranet that is distinct from the legacy systems;

sending a message to the computer, the message causing the computer to launch a software application that seeks out a separate network address on the intranet; and

directing communications from the computer from the systems interface to the separate network address by the protocol server bypassing the transaction server by directing the communications from the computer directly to the intranet; and

communicating with both the at least one network address and the separate network address such that communication with the legacy systems and the intranet is maintained concurrently and wherein at least some of the data on the legacy system or some of the data on the intranet is non web-based both at the respective intranet or legacy system and when being communicated to the user.

24.   (Cancelled)

25.   (Cancelled)

26.   (Previously Presented) The method of claim 23, wherein the request is based on user selection of an icon or a software button.

27.   (Previously Presented) The method of claim 23, wherein the message comprises an application program interface command and wherein the software application is a browser.

28.   (Currently Amended) A system for permitting a user to access data by employing a computer to access information from legacy systems, wherein the computer is running application-specific client software to access the information from legacy systems and wherein the application-specific client software displays a first window with a software button that can be engaged to initiate a request for access to an intranet, the system comprising:

a systems interface to the legacy systems, the systems interface including a protocol server and a transaction server, the protocol server having a first network address and the transaction server having a separate network address;

wherein the transaction server issues at least one message in response to the request, the at least one message causing the computer to launch a browser application as a second window ~~while initially and persistently logged into the systems interface~~, and the at least one message causing communications from the computer to be directed from the first network address to a third network address corresponding to the intranet that is distinct from the legacy systems by the protocol server bypassing the transaction server by direct~~ion~~ communications from the computer directly to the intranet, wherein communicating with both the first network address and the third network address such that communication with the legacy systems and the intranet is maintained concurrently <u>and wherein at least one of the data at the intranet and the data at the legacy system is non web based both at the respective intranet or legacy system and when being communicated to the user.</u>

7